

**Value for Money and Customer Service Scrutiny recommendations tracker**

Meeting date	Agenda item	Recommendations	Officer / Executive response	Timescale
26th June 2017	1. Medium Term Financial Plan	That a further investigation is carried out to identify the root cases for slippages within the capital programme; and for Cllrs to contact local MP's to lobby the shortfall of £800k.	The terms of reference / scope for the scrutiny review 'Capital expenditure process and management' is currently being prepared by the Scrutiny Policy Officer and will go to the CS & VFM committee in due course for endorsement - Alex	Scope due to come to the September 2017 O&S
	2. Creation of a Property Company	The committee requested to have sight of the precise details of the delegation regarding company structure and governance as well as periodic monitoring reports	Item regarding company structure and governance is scheduled to to the CS & VfM committee in September.	Item to go back to the committee in September 2017
	3. Performance Management Report	To receive indicators on an exception basis and to receive suggestions from officers for establishing customer satisfaction baseline data.	Members will receive an update on the research by the Performance Policy Officer on establishing a baseline figure for customer	//
	4. Workforce Profile Update	None bar to receive the Workforce Profile report on an annual basis	N/A	
	5. Building Control Business Plan	For further options for delivery of the service be explored and for a review of the Business Plan to be brought back to the committee in the future (6 months?)		